

The website [www.studio-eero-aarnio.com](http://www.studio-eero-aarnio.com), including the webstore, is owned and operated by

Melaja Oy (Ltd)  
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VAT number: FI07743018

### **Parties to this agreement**

This agreement contains the Terms of service of [www.studio-eero-aarnio.com](http://www.studio-eero-aarnio.com) webstore owned by Melaja Oy (referred to hereinafter as the seller). When a person (referred to hereinafter as the customer) orders product(s), he or she agrees to this agreement.

### **Availability of service**

The services of the webstore are available to residents of the European Union countries, Norway, Iceland and Switzerland. The customer must be at least 18 years old to order.

### **Prices**

The prices shown when ordering include delivery costs and VAT. All prices are displayed and invoiced in euros (€).

### **Payment**

Payment is handled by PayPal. You can view PayPal's privacy policy, user agreement and other legal documents at [Paypal.com](http://Paypal.com).

### **Delivery methods**

Smaller packages, such as most lighting products, are delivered as Priority mail. They may be delivered to the final address, or may have to be picked up at a post office, depending on the country.

Larger packages (such as chairs) are always delivered to the final address given when ordering. Most often the customer will be contacted by the freighter before delivery to agree on a suitable delivery time. Delivery may not be possible outside of office hours.

The delivery method will be stated in the order confirmation you will receive after ordering. The seller reserves the right to deliver different products ordered in the same time separately.

Damages that occur during transport are the responsibility of the seller.

The seller shall not be liable for delays in performing or failure to perform this agreement or obligations hereunder, which are directly attributable to causes beyond its reasonable control (force majeure).

## **Delivery time**

Delivery times for different products vary. The approximate delivery time is shown when ordering the product(s). After ordering, the customer will receive an order confirmation by email with a binding shipping date.

The seller cannot guarantee an exact date of delivery to the final shipping address, as this will be dependant on the freighter.

## **Cancelling orders**

If the customer wishes to cancel an order, the seller must be notified immediately. Any payment made before cancelling the order will be refunded. If the order has already been shipped, the cancellation will be handled as a return of products.

## **Returning products**

The customer has the right to return the products within 14 days of delivery. The product must be unused and in the same condition it was delivered in.

The product must be repackaged in to it's original package or equivalent. The customer is responsible for any damages that occur to the product.

The seller cannot accept returns for products that are made to customer's specification. Such products will be clearly identified as such in the order confirmation.

## **Privacy policy**

Any personal information collected from the customer's transaction with the seller, will only be used for the sole purpose of fulfilling the order. The seller does not store credit card information.

The seller reserves the right to change these Terms of service any time needed.